

ABSTRACT

An automated survey system is disclosed. This system is an automated voice system 12, a web server 14 and a database means 16. The web server 14 can be accessed by a client 18 or a respondent 22 via a telecommunications network such as the Internet 20. The web server 14 is arranged to allow the client 18 to set up surveys and view survey result data and allow the respondent 22 a method of completing the survey.

In order to set up a survey using the automated survey system 10, the client 18 accesses a survey set up page on the web server 14. The survey set up page is designed to allow the client 18 to enter in one or more survey questions in text form and specify a number of pre-defined responses that may be selected in answer to the survey questions. Respondents dialling into the system 24 listen and respond to the Automated Voice System 12 synthesising the text that the Client 18 entered.